GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Planning Department – "గడప గడపకు మన ప్రభుత్వము" – Visit by the Hon'ble MLAs to households and Village/Ward Secretariats– Comprehensive Guidelines - Issued

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PLANNING (VII) DEPARTMENT

G.O.Rt.No.137. **Dated:27.09.2022.**

Read the following:

1. G.O.Rt.No.68 Planning (VII) Department, Dt: 10.05.2022
2. Rc.No: GWS02-COOR/10/2022-SCHM,1720357, Dated: 10.05.2022, from the Director, GVWV & VSWS Department.

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ORDER:

An innovative outreach programme, 'GADAPA GADAPAKU MANA PRABHUTVAM" launched by the Government which is currently underway in all parts of the State proved encouraging. With the feedback received from various quarters, the government felt the need to issue comprehensive guidelines to plug the communication gaps and to improve flow of information from grass root level to State Headquarters for successful conduct of the programme.

2. In the reference 1st read above, the Government issued indicative guidelines to the District Administration to effectively facilitate visits of Hon'ble MLAs to Villages/ Wards under this programme. In the reference 2nd cited, the VSWS department has specified the roles and responsibilities of functionaries, Volunteers & Nodal Officers, MPDOs, Municipal Commissioners in conduct of GGMP. In continuation of the above instructions the roles and responsibilities of various officers at different levels are redefined and mentioned below for successful implementation of the GGMP programme in the State:-

Activities during the visit:

- GVWV & VSWS department has requested the Hon'ble MLAs for scheduling of tour programme for every 10 days in advance and arrange to upload through their assistants in the website as per logins and passwords provided to them till completion of all households in their Assembly Jurisdiction. (link: http://3.108.10.238/mva/Login1.aspx)

- Hon'ble MLAs have been requested to provide a real time feedback on visit to each household by capturing a photo and collection of Grievances/issues and requests raised by the public before the Hon'ble MLAs during the programme shall be notified in the web link given so that Secretariat employees can take a note of all such grievances. (link: http://3.108.10.238/mva/CapturePictures.aspx)

P.T.O.,

- All the grievances received by Hon'ble MLAs are to be handed over to the Digital Assistants / WEDPSs on the same day by the Panchayat Secretaries, WASs. Digital Assistants / WEDPSs shall enter all grievances, issues and requests raised by the public on the same day in the site under 2 categories: Schemes & Non-Schemes.
  (Link: https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main#!> GGMP Grievances).

- Any High-Impact issues identified by MLAs during the secretariats are being communicated to GSWS Head Quarters in order to upload them in GGMP website as "High-Priority Issues" by GSWS Commissioner.

Grievances Monitoring:

- All district collectors have been given separate logins to view GGMP Grievances.
  (Link: https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main#!> GGMP Grievances). These grievances received from the public by the Hon'ble MLAs during the GGMP, shall be monitored regularly by the district collectors.

- All the grievances received during the GGMP Programme shall be categorized as follows:

  - **Scheme related grievances**: grievances which are related to all welfare schemes implemented by the Government. These are to be entered by the DAs, WEDPSs at the secretariat level on the same day of the MLA Visit.

  - **Non-Scheme related grievances:** service delivery grievances like street lights, leakage of pipelines, cleaning of side drains, cleaning of garbage/debris, repairs to path holes etc., shall be redressed with the available resources at District/ Mandal/ Municipal/ Village level. These are to be entered by the DAs, WEDPSs at the secretariat level the same day of the MLA Visit.

  - **High-Impact Issues**: Infrastructure work related grievances (All financial grievances). These issues are gathered by GSWS Commissioner from MLAs through various sources and shall be entered by GSWS Commissioner in the portal.

- Collectors can view each grievance in their respective logins and can update the action taken for each grievance. All scheme related grievances are being addressed by GSWS Department from the headquarters and collectors are requested to bestow their special focus on Non-Scheme related grievances and High Impact issues only. Issues to be redressed at State Level shall be escalated to the respective departments by the Collectors.

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Role of the Assistant Statistical Officer

The Assistant Statistical Officer shall:

- Ensure that the schedules of the MLA visits are updated through Digital Assistants.
- Ensure that grievances and requests raised by the public before Hon'ble MLAs shall be handover to the Digital Assistants / WEDPSs on the same day by the Panchayat Secretaries / WASs
- Ensure to upload all images relating to MLA visits on the same day by the respective staff of VSWS.
- Ensure that the filled 3 formats communicated by the Planning Department shall be furnished to DESO (CPO) every day after completion of visit of the Hon'ble MLA with co-ordination of MPDO/ Municipal Commissioner.

Role of Nodal Officers of MPDO/ Municipal Commissioner

- MPDO/ Municipal Commissioner shall act as Nodal Officer at Mandal/ Municipal level.
- Ensure that the secretariat employees accompany the Hon'ble MLAs during the visit along with full information.
- Monitoring of the functionaries of VSWS for strict compliance of instructions issued from time to time.
- Make necessary in-charge arrangements for the posts of functionaries and Volunteers, if vacant.
- Ensure display of Posters, Welfare Calendar, important Phone Numbers, List of Services with SLAs at the Secretariat.
- Non-Scheme related grievances shall be redressed with the available resources at District/ Mandal/ Municipality/ Village level. For Eg., Street lights, leakage of pipelines, cleaning of side drains, cleaning of garbage/debris, repairs to pot holes etc.,
- Monitor the advance scheduling of the Hon'ble MLA visits at Village/Ward Secretariats.
- Ensure that No. of House Holds visited by Hon'ble MLA per day shall be reported as per factual position.

Role of the District Economics & Statistics Officer (CPOs)

The DESO's (CPOs) shall:

- Daily GGMP reports shall be collected for all the Assembly Constituencies from ASOs and to be scrutinised & submitted to the Government on the same day itself.
- Assist the District Collector in monitoring and redressal of grievances.
- Ensure that, all the service related issues shall be appraised to the District Collector on day to day basis until redressal of all the issues raised in the programme.

P.T.O.,

Role of District GSWS In charge Officers

The District GSWS in charge Officer shall:

- Support District Economics & Statistics Officers (CPOs) in this exercise.
- Ensure that the Non-Scheme related grievances received shall be solved by departments immediately.
- Ensure that uploading of all requisite data by the VSWS staff in the web links regularly.

Role of the District Collector

- The District Collector shall establish a separate cell at Collectorate for monitoring of grievances received during GGMP programme.
- Review this GGMP programme every day with all concerned officers.
- Be responsible for the redressal of grievances.
- Shall review the grievances with the concerned officers on day-to-day basis and ensure quality of redressal.

3. All Special Chief Secretaries/Principal Secretaries/Secretaries are requested to issue instructions to the HoDs to redress the grievances escalated to state level and also issue instructions to districts through HoDs to redress the grievances relating to Non-Scheme issues on top priority keeping in view of the available resources at district/Mandal/ municipality/ village level.

4. The Director, O/o C.E.O, APSDPS, Vijayawada shall ensure that brochures are supplied in advance as per the schedule of MLAs to the VSWS.

5. The portal for entry of grievances, monitoring, reports, dashboards and necessary links provided by the VSWS department to all the concerned for the close monitoring of the programme. The existing links developed by the GSWS department are as follows:-

Weblink for Reports

- Schedule Update by the PA of Hon'ble MLA
  http://3.108.10.238/mva/Login1.aspx
- Schedule Updation Report
  http://3.108.10.238/mva/distwisesch.aspx
- Capture Images and Upload by Volunteers
  http://3.108.10.238/mva/CapturePictures.aspx
- Capturing Images Report
  http://3.108.10.238/mva/distwiseImgCap.aspx
- Monitoring Dashboard
  http://3.108.10.238/mva/Reports.aspx

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- ❖ GGMP grievances entry portal & reports https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main#!> GGMP Grievances

6. The District Collectors shall issue necessary instructions to all the concerned to adhere the above instructions scrupulously and see that the programme is conducted successfully in the district.

(BY ORDER AND IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

VIJAY KUMAR G.SRKR
SECRETARY TO GOVERNMENT

To
All District Collectors in the state

Copy to:

All Special Chief Secretaries/Principal Secretaries/Secretaries to Government
All HoDs in the state
The Director, GVWV & VSWS Department
The Chief Executive Officer, APSDPS, Vijayawada
The Hon'ble Members of Legislative Assembly through respective District Collectors
All the DESO(CPOs) in the State
The Spl. CS to the Hon'ble Chief Minster
The Secretaries/Addl. Secretary to the Hon'ble Chief Minster
The Executive Assistant to Chief Secretary
All PSs to Ministers in the state to bring to notice of the Hon'ble Ministers
The PS to Secretary, Planning Department
SC/SF.

//FORWARDED :: BY ORDER//

R. S. Srinivasa Raju
SECTION OFFICER